OISP External Workgroup

February 17, 2021

Teams Meeting

1. Communication Plan Updates - Kelly M. & Beth
   1. Delay of the assessment and plan until July 1st- the request came from the county boards associations and providers. We apologize for not having you hear the information first before it went out.
   2. Part 3 of the training came out- we have received really good feedback on it.
   3. Communication- this is a large project, and we are working on transforming the system, our role has been critical with OISP workgroup. We have tried to communicate with everyone. We are trying to create a formal plan on communication. The assessment and plan look good, this delay does not mean we need to work on more of that. It will give us time to test more.
   4. Questions: Can we talk about the role of this workgroup in the upcoming trainings? It did not feel good that the training came out and we did not know it or have any input. A lot of bad feelings came out of this because we were left out.
      1. There is a disconnect, people did not see it all or see the topics. We were blindsided. Beth- lets hear from the group then, what are you feeling? We are expecting that the training modules will be required to enter items into the system.
      2. How many hours of training is the whole thing? Part 1 and 2 is less than an hour and part 3 is five and a half hours. The whole thing is probably about six and a half hours for plan authors (SSA and Q’s). We have to be able to track who is taking the training so we have to use our system (my learning) in order to be able to track it.
         1. We (the workgroup) were not prepared that the SSA’s would be taking a 6-hour training.
         2. We felt that the workgroup became nonexistent and other people were working on items (training, etc).
            1. This is something that has never been done before, this standardized plan so we will need to train people on how to use it. Where do we go from here?

Its not about the need for the training but more that we didn’t know it was coming. Suddenly there was a training that all of our staff need to take. We didn’t get to see it first or provide any feedback.

Is there an issue with the content? We are willing to look at that if people feel like that content needs to be changed?

Part 1 was troubling around trauma and Part 3 was basic.

* + - 1. We wanted to be respectful of peoples’ time. We have not dived into the weeds yet. We may have missed the mark on some things like trauma mentioned above. This content is pulled from things that have already been developed. We worked with our training team to put this in a format that would allow us to update the training as we learn more. This content is not set-in stone, we can change things. If you have feedback feel free to share, if you have the time to be committed to be apart of the training process, we can certainly look into this. We asked for feedback for part 1 and 2 from you and we did not get a lot of feedback.
  1. \*Send something out in the next few weeks about setting up a small group from this group to look over trainings and give feedback. We will take that into consideration but not guaranteed that we will change anything.
  2. \* We would still like updated even if it is just a half hour meeting. The emails from Hannah are ok but we would prefer a meeting. Yes, Kelly Miller agreed we could do this.

1. Sharing feedback from Part 1 and Part 2- Ashley
   1. Positive feedback on the training.
   2. They do want us to spell out acronyms.
   3. take into consideration that we may be doing team meetings instead of face to face from now on.
   4. Dig deeper could go to far and effect privacy of the individual.
   5. Curious of IT system
2. Sharing Part 3 Training Updates/Outline- Heidi
   1. Training is five and a half hours.
3. Salesforce/Sensecorp Updates- Kelly F.
   1. Making sure there is not duplication.
   2. System is automated.
4. Thank You/Wrap Up- Kelly M.
   1. Schedule another meeting to finish this one and to talk about future training plans.